

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
DECLARATION FOR PATENT APPLICATION

INVENTOR(S):

Kraft et al.

TITLE:

Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach Based on an  
Unexpected Change in Schedule of Services (time, location)

DOCKET NO.:

ARC920000101US1

TO THE HONORABLE COMMISSIONER OF PATENTS AND TRADEMARKS:

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled, Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach Based on an Unexpected Change in Schedule of Services (time, location), the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or 365(b) of any foreign application(s) for patents or inventor's certificate, or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below any foreign application for patent or inventor's certificate, or any PCT international application having a filing date before that of the application on which

priority is claimed.

<b>Foreign Priority Table</b>			
<b>Number</b>	<b>Country</b>	<b>Day/Month/Year Filed</b>	<b>Priority Claimed?: Y/N</b>

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56 which became available between the filing date of the prior application and the National or PCT international filing date of this application.

<b>Application No.</b>	<b>Filing Date</b>	<b>Status-patented, pending, abandoned</b>
<b>Application No.</b>	<b>Filing Date</b>	<b>Status-patented, pending, abandoned</b>

I hereby claim the benefit under 35 U.S.C. 119(e) of any United States provisional application(s) listed below.

<b>Application No.</b>	<b>Filing Date</b>
<b>Application No.</b>	<b>Filing Date</b>

**POWER OF ATTORNEY:** As a named inventor, I hereby appoint the following

attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

Randy W. Lacasse	(34,368)	Thomas R. Berthold	(28,689)
Kevin E. Greene	(46,031)	Khanh Q. Tran	(41,352)
Marc D. McSwain	(44,929)	Alison D. Mortinger	(39,306)
Daniel E. Johnson	(37,033)		

Send Correspondence To: Lacasse & Associates  
 Randy W. Lacasse, Esq.  
 2001 Jefferson Davis Highway  
 Suite 806  
 Arlington, VA 22202

Direct Telephone Calls: (703) 415-1015

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

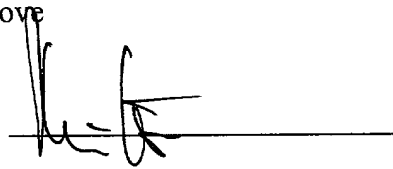
Full name of first joint-inventor: Reiner Kraft

Residence: 9406 Wetsand Court, Gilroy, CA, 95020, Santa Clara County

Citizenship: Germany

Post Office Address: Same as above

Date: 11/2/2001

Signature: 

Full name of second joint-inventor: Joann Ruvolo

Residence: 6536 Leyland Park Drive, San Jose, CA, 95120, Santa Clara County

Citizenship: U.S.A.

Post Office Address: Same as above

Date: 1/16/01 Signature: Joann Ruvolo